

SHELTER VOLUNTEER COORDINATOR

DEFINITION

Under general supervision, the Shelter Volunteer Coordinator assists in the planning, organization, implementation and review of the Animal Care Volunteer Program; assists with recruiting, training, scheduling and evaluation of volunteer staff; performs community liaison functions, coordinates public relations activities; humane education programs and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This position is responsible for coordinating the daily activities of the Volunteer Program in the Animal Services Bureau of the Police Department, and for conducting various outreach activities with community organizations.

SUPERVISION RECEIVED

Receives general direction from the Animal Services Administrator and Shelter Operations Supervisors.

SUPERVISION EXERCISED

Assists with direct supervision of volunteer staff.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

Recruits, interviews, recommends, orients, trains and evaluates volunteers; schedules their daily work assignments and activities to assure maximum program coverage and effectiveness;

Ensures that all departmental procedures are followed.

Under direction from the Animal Services Administrator, responds to volunteer complaints and conflicts that may arise.

Maintains a system for tracking volunteer program hours, schedules, skills and abilities, as well as performance measures.

Maintains and physically organizes volunteer work areas, files and records.

Prepares annual report on volunteer hours and activities.

ESSENTIAL DUTIES (continued):

Under general direction, develops and implements policies and procedures for implementing various volunteer, shelter and community programs; works with Animal Services Bureau Administrator to identify needs and opportunities for utilization of unpaid staff, and to design programs to fill those needs.

Designs and develops training and orientation programs in a variety of areas including volunteer program procedures, applicable laws and department policies, techniques for dealing effectively with the public, and the proper and humane handling of animals.

Assists with production and update of volunteer training manuals and volunteer job descriptions.

Coordinates ongoing training opportunities for volunteers to enhance their skills and keep them engaged; implements a system to provide volunteers with consistent recognition to increase volunteer retention.

Coordinates volunteer meetings and annual Volunteer Recognition event.

Coordinates and attends meetings with Volunteer Coordinators from other Animal Care Services and volunteer organizations in the Bay Area.

Maintains good communication with volunteer staff through personal contact, email and newsletters to keep volunteers apprised of changes, accomplishments and opportunities.

Represents the Bureau's various programs to the public and news media through public service announcements, conferences, outreach events and personal contacts with community leaders.

Provides Humane Education presentations to local groups, schools and civic organizations.

Assists with gathering and review of articles for volunteer produced quarterly "All Fur Love" community newsletter.

Coordinates the acquisition and distribution of Animal Services Bureau Volunteer uniforms.

Coordinates and oversees volunteer planning committees for events and fundraisers.

Performs other essential duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principal and practices of volunteer work and the operations and functions of municipal animal control or humane society and welfare volunteer programs.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Knowledge of (continued):

Community and government services, agencies and resources.

Principles and practices of basic animal care and concern for the well being of animals.

Basic animal species types and breeds.

Basic laws and regulations relating to proper and humane handling of animals.

Principles of supervision, consensus building and conflict resolution.

Basic word processing, desktop publishing, spreadsheet and social media applications.

Ability To:

Develop and/ or assist in developing effective volunteer programs, policies and procedures to meet the needs of Animal Services.

Recruit, screen, recommend for selection, train and evaluate unpaid staff.

Develop and maintain positive effective working relationships with community groups, organizations, co-workers, City departments and the public.

Communicate effectively with a wide range of clients and agencies.

Work a flexible schedule; must be able to work weekends and evenings as required.

Prepare clear, concise written reports, letters and memoranda.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Two (2) years progressively responsible experience in volunteer program management, public relations, project management or similar field. At least one (1) year of professional animal handling experiences is highly desired.

Education: Equivalent to the completion of the twelfth (12th) grade. Education and coursework related to Public Administration, Animal Behavior, and Veterinary Office Assisting or similar is highly desired.

License & Certificates: Possess and maintain a valid California Class C Driver's License.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software including power point; work in a field environment in various weather conditions; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop, and safely lift and move equipment and material weighing up to 50 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; read and comprehend legal, technical, and complex documents, interact with the public and all different levels of City staff in an effective and professional manner; not have any serious allergies or fears of animals, and safely drive to various locations throughout the City and County to fulfill assigned duties and to conduct work outdoors. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) Year182CS01

August 2001

Revised June 2014

AAPGROUP: 16

FPPCSTATUS: Non-Designated

FLSASTATUS: Non-Exempt